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5-28-01. 0400 #2  
PATENT

Attorney Docket No. 20191-704

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application

**PATENT APPLICATION**

Inventor(s): Illah Nourbakhsh, et al.

Art Unit: Not Yet Assigned

Application No.: 09/846,016

Examiner: Not Yet Assigned

Filed: April 30, 2001

Title **Method and Apparatus for Multi-Contact Scheduling**

**INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):

(1) It is being filed within 3 months of the application filing date and is other than a continued prosecution application under § 1.53(d)  
-- OR --

(2) It is being filed within 3 months of entry of a national stage  
-- OR --

(3) It is being filed before the mail date of the first Office Action on the merits  
-- OR --

(4) It is being filed before the mailing of a first Office Action after the filing of a request for continued examination under § 1.114.

37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:

a certification as specified in §1.97(e) is provided below; or

a fee of \$240.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:

A. a certification as specified in §1.97(e) is completed below; and

B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and

C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

*Fee Authorization.* The Commissioner is hereby authorized to charge the above-referenced fees of \$ 0 and charge any additional fees or credit any overpayment associated with this communication to Deposit Account No. 23-2415 (Docket No. 20191-704).

Respectfully submitted,

WILSON SONSINI GOODRICH & ROSATI

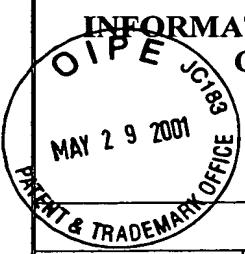
Dated: 5 - 21 - 01

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 <b>INFORMATION DISCLOSURE CITATION</b> <b>PTO-1449</b>	ATTY. DOCKET NO.		SERIAL NO.				
	20191-704		09/846,016				
	APPLICANT		Illah Nourbakhsh, et al.				
	FILING DATE		4/30/2001			GROUP	N/A
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	6,044,355	3/28/2000	Crockett, et al.	705	8	7/9/1997	
	5,325,292	6/28/1994	Crockett	364	401	7/28/1994	
	4,510,351	4/9/1985	Costello	179	27	10/28/1982	
	5,185,780	2/9/1993	Leggett	379	34	10/12/1990	
	5,289,368	2/22/1994	Jordan, et al.	364	401	10/12/1990	
	5,369,570	11/29/1994	Parad	364	401	11/14/1991	
	5,111,391	5/5/1992	Fields, et al.	364	401	10/5/1989	
	5,195,172	3/16/1993	Elad, et al.	395	50	7/2/1990	
	5,477,447	12/19/1995	Luciw, et al.	364	419.08	7/30/1993	
	5,481,667	1/2/1996	Bieniek, et al.	395	161	2/13/1992	
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
EXAMINER		DATE CONSIDERED					

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

 <b>INFORMATION DISCLOSURE CITATION</b> <b>PTO-1449</b>		ATTY. DOCKET NO. 20191-704		SERIAL NO. 09/846,016			
		APPLICANT Illah Nourbakhsh, et al.					
		FILING DATE 4/30/2001		GROUP N/A			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	5,917,485	6/29/1999	Spellman, et al.	345	336	5/7/1997	
	6,021,403	2/1/2000	Horvitz, et al.	706	45	7/19/1996	
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 00/08556	17/02/2000	PCT	G06F	9/44	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
	Dennis Cox, "Handling Multi-Media Work"; A Pipkins White Paper; <a href="http://www.pipkins.com">www.pipkins.com</a> ; March 12, 2001; Pages 1-3						
	Pipkins, Inc.; "SkillSense™ Scheduling"; <a href="http://www.pipkins.com">www.pipkins.com</a> ; March 12, 2001; Pages 1-2						
	Pipkins, Inc.; "Merlang® Algorithms"; <a href="http://www.pipkins.com">www.pipkins.com</a> ; March 12, 2001; Pages 1-2						
	Dennis Cox; "Skill Based Routing vs. Skill Set Scheduling"; A Pipkins White Paper; <a href="http://www.pipkins.com">www.pipkins.com</a> ; March 12, 2001; Pages 1-6						
	Pipkins, Inc.; "Skill Set Scheduling"; <a href="http://www.pipkins.com">www.pipkins.com</a> ; March 12, 2001; Pages 1-4						
EXAMINER		DATE CONSIDERED					

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